

TEXAS STATE BOARD OF PHARMACY (TSBP) JOB VACANCY ANNOUNCEMENT			
Job Title:	Enforcement Officer	Closing Date:	April 10, 2018
State Classification:	1352 – Investigator III		
Posting Number:	TSBP18-017	Schedule:	Full-time
Reports to:	Enforcement Program Specialist	Division:	Enforcement
Monthly Salary:	\$2,910 (B16)	Travel:	None
New Hires/Rehires:	60 day waiting period for health coverage	Military Crosswalk: Army 31, 35, 311A, 31A, 351L, 351M ; Navy 183X, 638X, 783X ; Coast Guard 023, INV; Marine 5805, 58; Air Force 14NX, 71SX, 14, 71	
GENERAL POSITION DESCRIPTION			
<p>Performs complex administrative (non-criminal) investigative work relating to the enforcement of laws and rules governing the practice of pharmacy. Receives and resolves complaints which are filed with the agency. Prepares investigative reports and case files. Communicates with complainants and subjects of complaints verbally and in writing. Processes complaints according to established procedures, including data entry duties. Provides highly technical information and explanation of laws and rules governing the practice of pharmacy to Board customers.</p>			
ESSENTIAL DUTIES AND RESPONSIBILITIES			
<p>Investigates complaints alleging violations of the laws and rules governing the practice of pharmacy, including complaints filed by consumers and the general public. Work includes:</p> <ul style="list-style-type: none"> evaluating complaints to determine if a pharmacy law or rule was violated; interviewing parties to the complaint, including complainants, subjects of complaints, prescribing practitioners and other health-related professionals; collecting applicable evidence, including pharmacy and medical records; and evaluating, summarizing, and documenting investigative findings, to include determining whether pharmacy and/or drug laws and/or rules were violated; and recommends action(s) to be taken to resolve/close a complaint. <p>Communicates with complainants verbally and in writing, regarding the receipt, status and disposition of their complaints.</p> <p>Processes complaints in accordance with established policies and procedures. Work includes updating complaint information in agency's computerized data base. Ensures that data entry and documentation in case files are complete and accurate.</p> <p>Prepares dismissal (warning) letters to subjects of complaints.</p> <p>Provides information regarding laws and rules governing the practice of pharmacy to Board customers. Includes providing highly technical explanations of pharmacy laws and rules by telephone.</p> <p>May perform duties of other Division staff in their absence.</p> <p>Determines work priorities and schedules times accordingly.</p> <p>Complies with all agency personnel policies, including regular attendance.</p> <p>OTHER DUTIES:</p> <p>Performs related duties as required.</p>			
KNOWLEDGE, SKILLS & ABILITIES (KSAs)			
<ul style="list-style-type: none"> Working knowledge of basic investigative methods and procedures. Knowledge of laws and rules governing the practice of pharmacy. Knowledge of the practice of pharmacy. 			

- Knowledge of agency policies and procedures.
- Ability to interpret and apply agency policies and guidelines.
- Ability to communicate clearly, both verbally and in writing.
- Ability to deal with professionals under adversarial conditions.
- Ability to manage multiple priorities concurrently and meet deadlines.
- Problem solving and reasoning skills to recommend courses of action based on application of court decisions, laws, rules and procedures.
- Interpersonal skills to interact with a variety of contacts professionally and tactfully.
- Ability to maintain effective working relationships with other employees.
- Working knowledge of office equipment, including personal computer.
- Ability to develop and modify work procedures to improve efficiency.
- Ability to work independently and manage time efficiently.
- Ability to maintain confidentiality.
- Memory skills

EDUCATION AND EXPERIENCE REQUIREMENTS

High school education or equivalent is required. Graduation from a two-year or accredited four-year college or university with major course work in job-related field is preferred. Three years of job-related experience is required. Job-related experience includes investigative work; work that involves handling customer complaints or customer service; work involving regulatory programs, legal support or law enforcement; or technical assistance work, preferably in a health-related professional work. Previous experience in a pharmacy licensed by TSBP is highly desirable. Must have demonstrated ability in the use of a personal computer, including word processing and data entry. Must have knowledge of Microsoft Word and Excel. Must be able to demonstrate knowledge of business English, including terminology, spelling, and grammar.

Conditions of employment are: (1) must pass state and national fingerprint background checks; and (2) must be able to pass the required online class regarding security of criminal records. Must be eligible, as determined by the Texas Department of Public Safety, to access criminal history records. If registered as a pharmacy technician, must possess current registration certificate and be in good standing with the Texas State Board of Pharmacy.

ENVIRONMENT / PHYSICAL CONDITIONS

Normal office environment. Tobacco free workplace. Work involves the following conditions: frequent verbal communications with others by telephone; reading and reviewing large numbers of documents and processing information quickly and accurately; and sitting and operating a personal computer for long periods of time. Physical conditions will require a person with sufficient stamina to maintain a constant high level of concentration, frequently intense with many interruptions, for long periods of time. Work involves the frequent retrieval and replacement of files into 4 and 5 drawer filing cabinets, and transporting of files between offices and filing cabinets. Work involves the lifting of boxes of records, evidence, and other documents weighing more than 25 pounds.

The specific statements shown in each section of this position description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

VETERAN'S PREFERENCE

In order to receive a veteran's preference for any position, the following documents must be submitted with the employment application: a copy of the DD-214; a statement of compensation from the Veteran's Administration; or a copy of the DD1300.

HOW TO APPLY

The Texas State Board of Pharmacy (TSBP) accepts applications only for posted vacancies. Applications must be received by 5:00 P.M. CST on the closing date. Application must be submitted with a cover letter that focuses on the applicant's unique qualifications for the position. Application must be completed with all requested information. Incomplete applications will not be considered. **A resume may be submitted as a supplement to the State of Texas application; however a resume submitted in lieu of a State of Texas application will be rejected. A State of Texas application with "see resume" within the summary of experience is considered incomplete and will be rejected.** Applications may be submitted by mail, in person, or email to: Texas State Board of Pharmacy, 333 Guadalupe St. Ste. 3-500, Austin Texas 78701; human.resources@pharmacy.texas.gov

An Equal Employment Opportunity Employer: TSBP does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or veteran status. A copy of TSBP's EEO Plan Utilization Report is available at http://www.pharmacy.texas.gov/files_pdf/EEO_Utilization_Report_TSBP_Amended.pdf